



Lutheran Services in America
Together we can

Win-Win Collaborations

2007 ANNUAL CONFERENCE

**Awards
for
Excellence**

Awards for Excellence are given annually to celebrate innovation and excellence among Lutheran health and human service organizations. The theme for the 2007 awards – *Win Win Collaborations* – recognizes that today’s complex challenges require multi-faceted solutions.

2007 Awards for Excellence weighted criteria:

Percentage of Final Score	Criteria
30%	The partnership is structured to sustain relationship(s) – (All parties are valued, equitable team members)
25%	The collaboration holds all partners accountable
35%	The partnership creates value
10%	Originality – the partnership employs unique methods or strategies

2007 Awards for Excellence Recipients

1. Social Ministry Organization Working with a Social Ministry Organization

Lutheran Homes, Inc. and Lutheran Social Services of Indiana

2. Social Ministry Organization Working with Multiple Partners
Lutheran Social Services of Illinois

3. Social Ministry Organization Working with a Congregation
Lutheran Social Services of New England

4. Social Ministry Organization Working with Judicatories
Lutheran Counseling Services

Thank You to the Selection Committee

Jean Beil, Catholic Charities USA
 Kathleen Elliott-Chillison, LSA Board Member
 Jim Maley, Alaska Children’s Services
 Roger Paulsberg, Lutheran Life Communities
 Grant Richardson, Bethany Homes

Special thanks to all submitting organizations for your diverse and creative entries, and especially for your dedication and service in Lutheran Social Ministry.

Tabitha Health Care Services

Vested partners Responsible for Success & Growth of Green House

Tabitha Health Care Services’ Green House Project™ was privileged to partner with several organizations and businesses – Lutheran Services for the Elderly Endowment, Federal Home Loan Bank of Topeka, Stanley Senior Technologies, City of Lincoln, Immanuel Health Systems and Thrivent Financial for Lutherans. The Green House Project is a specifically designed environment dedicated to de-institutionalizing the lives of elders requiring long-term care.

These collaborations were essential to the project’s success and have forged strong partnerships laying the groundwork for future endeavors. Tabitha is accountable for making the Green House a success, while our partners, through their financial assistance and public support are vested in the success and growth of the project and newly-forged associations with this noble aim.

Information and expertise comprise the value received by our partners. Stanley Senior Technologies, through their in-kind donation of assistive technologies, gained insight for the development of new, elder-inspired products. Federal Home Loan Bank of Topeka expanded their mission by supporting a new kind of affordable housing for elders in need of care in a Green House setting. They are now engaged with other projects across the country as the Green House initiative grows. The City of Lincoln and its Mayor have solidly demonstrated forward thinking and commitment to elders through the HUD ear-mark funding provided to this project. Finally, and most importantly, it was Lutheran Services for the Elderly Endowment that provided the critical first funding to the project, demonstrating courage and commitment in their support of innovation for the good of elders everywhere.

Tabitha Health Care Services
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Solheim Lutheran Home and Lutheran Health Ministries of the Foothills

***Serving Homebound Seniors as Partners
Enhances & Improves Outreach***

Lutheran Health Ministries of the Foothills, Inc. (LHMF) was formed in 1998 to provide Parish Nursing services to four Lutheran congregations in the Los Angeles area. The mission of LHMF is carried out by the Parish Nurse and, since 2001, a Visitation Pastor has visited 40-45 homebound seniors each month. LHMF also sponsors health promotion events, including education programs, flu shot clinics and an annual fun walk. A part-time consultant assists with fund-raising for the \$65,000 annual budget.

Solheim Lutheran Home (Solheim), a retirement community in Los Angeles, has partnered with LHMF as its fiscal agent since 2000. Solheim provides administrative support, including hiring and payroll services, liability insurance coverage and accounting services. Solheim's Executive Director serves on the LHMF Board and works closely with the Parish Nurse.

The partnership offers intangible benefits to both organizations. The connection with Solheim lends legitimacy and credibility to LHMF, while Solheim benefits from increased visibility in the community. Because Solheim relieves LHMF of most administrative responsibilities, the staff (approximately 0.8 FTE's) is freed up to pursue ministry goals.

The organizations collaborate in providing innovative services to seniors. Through the Peer Telephone Network, Solheim residents have alleviated the isolation of homebound seniors by calling them on a regular basis. Special worship opportunities, including Healing Services and All Saints' Day services, are offered at Solheim by the pastors of the LHMF congregations, the Solheim Chaplain, and the Parish Nurse.

LHMF and Solheim are thankful for the opportunity to serve seniors through their shared ministry.

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Niagara Lutheran Health System

Buffalo East Side Continuing Care Campus

The Niagara Lutheran Health System (NLHS) provides eldercare services from two senior care centers in Western New York. While many organizations have closed or left the city for the suburbs, NLHS has served the elderly in Buffalo since 1956. In response to this need, NLHS will develop the first senior continuing care campus in Buffalo. No such urban campus currently exists in the area offering independent apartments, assisted living, skilled nursing, rehabilitation, sub-acute care, respite care, and adult day care.

A key collaborative outcome of this project is the merger of two Lutheran social ministries; NLHS, and The Lutheran Church Home of Buffalo (LCH). Last October, LCH became an affiliate of NLHS, and this affiliation ensures the long-term survival of the home which has served Buffalo residents since 1896.

This affiliation strengthens both organizations. NLHS offers skilled nursing in Buffalo, but has no city assisted living facility to serve as a natural “feeder” for its nursing facility. Conversely, LCH provides assisted living, but lacks the nursing facility needed to attract residents desiring the peace of mind of knowing that skilled nursing care is available on campus, should their health condition decline. The campus will care for over 700 people annually.

This collaboration will benefit the community by preserving 400 jobs at two existing senior care facilities, and create 75 new health care jobs with the addition of residential apartments and adult day care. The new campus will be highly collaborative, and will serve as a focal point for neighborhood revitalization and economic development.

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Lyngblomsten

Combined Resources Enable Caregiver Respite

The Gathering is a collaborative respite program for caregivers of persons with early memory loss. This is a weekly social model respite program that gives caregivers a break while providing stimulating socialization activities for their loved ones.

Lyngblomsten's long-standing church and community partners initially gave the encouragement to begin *The Gathering* because they saw a need in the community for caregiver respite. In 2004, they sought additional partnerships. Specifically, financial assistance came from the State of Minnesota, the Brookdale Foundation, and the Lyngblomsten Foundation. Additionally, the Metropolitan Area Agency on Aging, individual counties, education organizations, community service and transportation providers all provide vital assistance. Lyngblomsten provides the program coordinator, volunteer training, and ongoing program support. The participating churches provide program space, referrals, and volunteers.

Accountability is key to a sustained relationship. As the need for respite continues to grow, Lyngblomsten recognizes the only way to sustain *The Gathering* and meet the growing needs of caregivers in the community is to maintain a strong collaboration. A shared mission and history of caring compels all partners to be accountable by keeping everyone informed through meetings and reports. This process of accountability and shared mission is one of the best tools to sustain the relationships and this valuable respite program.

Lyngblomsten
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~AWARD RECIPIENT~

**Social Ministry Organization Working with a Social Ministry Organization
Lutheran Homes and Lutheran Social Services of Indiana**

Early Learning Center on Assisted Living Campus

Responding to a critical need for early childhood education in the Southeast Quadrant of Fort Wayne, IN, Lutheran Homes, Inc. (LHI), Lutheran Social Services of Indiana (LSSI), and Early Childhood Alliance (ECA) formed a partnership to create a state-of-the-art early learning center on the spacious southeast campus of Lutheran Home and Concord Village, called the *Children's Village*. LHI, with a full range of services to the elderly, donated the land and raised \$2.8 million dollars to build the Center. LSSI, with a rich history of providing early childhood education to children from low income families, manages the *Children's Village*. ECA provides on-going training and consultation.

The *Children's Village* opened August 14, 2006, and serves children from six weeks to six years of age. The center reached its full capacity of 120 children on October 2, 2006, and currently has a waiting list for every classroom.

Connection to Lutheran Home's Assisted Living area offers daily intergenerational programs and encourages positive interaction between older adults and children.

Indiana University/Purdue University of Fort Wayne (IPFW) professors are conducting interviews with children and older adults for a research paper on the effects of intergenerational programming.

LSSI also partners with LHI and St. John's Lutheran Church to manage the intergenerational early learning center, *New Adventures*, at Shepherd of the Hill, (LHI's health care center in Kendallville, Indiana).

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~AWARD RECIPIENT~
Social Ministry Organization Working with
Multiple Partners
Lutheran Social Services of Illinois

Prison Ministry Builds Homes- Rebuilds Lives

Building Homes: Rebuilding Lives is a collaborative program with Lutheran Social Services of Illinois, Habitat for Humanity, the Illinois Department of Corrections, federal correctional facilities in Illinois, and other non-profit organizations. Through the prison vocational classes, Illinois inmates learn construction trades and through the *Building Homes: Rebuilding Lives* partnership inmates create housing components (walls, trusses, sheds and cabinets) for Habitat for Humanity and other not-for-profit homes. The housing components are transported to construction sites where volunteers complete the homes.

Lutheran Social Services of Illinois (LSSI) brings the partners together, provides a small financial incentive to the partnering non-profit, works with the prisons to assure quality, and encourages prison visits by homeowners.

This program is a win-win situation for all parties. Recipient families are winners, since they receive new houses at bargain prices. The not-for-profit organizations win, because they are able to produce more housing. The inmates win, because they gain skills which make them more employable once they are released. Inmates gain pride in making positive contributions to society. LSSI wins because, by bringing the participants together, they are promoting healing, and helping to restore balance – key components in “Restorative Justice,” a concept which the agency embraces.

Since *Building Homes: Rebuilding Lives* began in 1995, Illinois prisoner partners have helped to build over 400 homes. More than 3,000 prisoners from 14 correctional institutions have participated. The program has partnered with 45 Habitat for Humanity Affiliates, and groups in Louisiana that are creating new homes for families displaced by the hurricanes of 2005.

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LutheranLiving Services

Altenheim Award Honors Service to Elderly

LutheranLiving Services, Inc. created the Altenheim Award in 1999. The Altenheim was organized in October, 1906, to serve the needs of retiring pastors and teachers of the predominantly Germanic Lutheran Community of Milwaukee, Wisconsin. Today, that rich heritage of compassionate, Christian service to the elderly lives on at the Lutheran Home. The purpose of this Award is to recognize an individual who epitomizes that spirit of service to the elderly in unique and special ways.

Since its creation, the Altenheim Award has been presented to seven deserving individuals. Dr. Peter Sigman, MD, was awarded the first Altenheim Award in 1998 for his role over the course of eighteen years of service as Medical Director of The Lutheran Home in helping Lutheran Home acquire the reputation of being the finest provider of older adult care in the community. Dr. Sigman was a distinguished member of the faculty of the Medical College of Wisconsin. He was extraordinarily respected by staff and residents for his compassion toward the elderly and commitment to serve older adults. Staff members held him in highest regard for his warm and personable “bedside manner” and his contributions of knowledge and experience to nursing and caregiver staff that aided them in the continuous improvement of policies and practice.

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Lutheran Volunteer Corps

Linking Gifts & Talents with Assets of Social Ministry

The Lutheran Volunteer Corps links the gifts of talented individuals with the assets of social justice organizations and ministries. Members of LVC live together in intentional communities of 4-7 people, explore simple and sustainable practices, and work full-time in nearly 100 social justice organizations and ministries in nine urban areas across the U.S.

Working alongside those in their work placements, LVC volunteers actively respond to the needs and gifts of the communities in which they serve. With partners in their placements, volunteers provide direct service, organize communities, and advocate for justice and peace. The three-way partnership between LVC, the volunteers and the placements:

- Saves placements over \$1 million collectively in 2006-07 on personnel costs (each placement saves \$10-15,000 per year).
- Provides vocational and leadership development for the volunteers. Many volunteers are hired by their placements as full-paid, regular employees. LVC alumni are now leading social ministries and congregations, teaching at seminaries and Lutheran colleges, and active as leaders on boards and councils.
- Crosses barriers to create alliances among people of many cultures.

The volunteers and placements undergo an extensive selection and matching process. LVC staff and local leaders in each city form placement selection committees. LVC staff and placement supervisors interview and select volunteers. LVC, the volunteer and the placement form a three-way contract. LVC staff review and support the partnerships throughout the year through regular evaluations. Finally, LVC staff also link these partnerships with thousands of individual and congregational donors, friends and campus partners.

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~AWARD RECIPIENT~

Social Ministry Organization Working with a Congregation Lutheran Social Services of New England

Independent Living Apartments for Developmentally Disabled Realized Through Cooperation

Eight years ago, Faith Lutheran Church and its neighbor, Creative Living, in Andover, Massachusetts, (a community-based social program for adults with developmental disabilities) invited LSSNE to help them realize their long term dream of a home with support services for young adults currently living with aging parents. Creative Living had the vision and LSSNE the know-how! Together they formed a new organization, Lutheran Creative Living, and built a residence where clients live in private apartments, as independently as possible, within a community where they receive 24-hour support. This model of dignified living, high quality of life and security for the future fulfilled the dreams of all partners.

LSSNE put together the proposal for a HUD 811 project and negotiated the contract with the Massachusetts Department of Mental Retardation. Lutheran Creative Living, an affiliate of LSSNE, built – and owns – the facility and provides the services. The Board of Directors is comprised of all the partners working together to sustain the dream. The program has become a demonstration model for the State of Massachusetts in assisted living for persons with disabilities.

In November 2005, Lutheran Creative Living was dedicated with great celebration. Attendees included the region's Representative to Congress, Marty Meehan, a strong advocate for the program.

Today, Lutheran Creative Living is in full swing: residents live in eight modern apartments and enjoy busy lives. The value added to their lives is incalculable, but it is palpable: in their enjoyment of greater independence and self sufficiency; in their families' peace of mind; and in the pride of the LSSNE staff at our role in a successful and progressive model of service.

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~AWARD RECIPIENT~

**Social Ministry Organization Working with Judicatories
Lutheran Counseling Services**

Judicatories & Lutheran Agencies Partner for Church Workers' Wellbeing

Witness to the Gospel through the life of the church heavily relies on the example and leadership of church workers. The FL-Bahamas Synod (ELCA) and FL-GA District (LCMS) have partnered with Lutheran Counseling Services (LCS) to create a worker friendly, confidential ministerial assistance service to foster the health and well-being of the workers and their families.

The service provides 365 days-a-year access to an experienced, ordained Lutheran pastoral counselor (American Association of Pastoral Counselors certified) and Florida credentialed/licensed therapist. A toll free number is available. On each work day approximately one worker or family member between the two judicatories uses the service.

LCS is accountable through quarterly activity reports (i.e., numbers-not-names, nature and length, family or worker type) to the Bishop and District President. The service provides a clear boundary of confidentiality and respect to the worker or family member and with the judicatory's responsibility for the worker's health and well-being. LCS, in turn, receives a contracted financial fee that is annually re-evaluated for these professional services.

Value is created for the judicatories as church workers' or families' issues are addressed, their mental-spiritual health and "job performance" are enhanced; the work load of judicatory staff is diminished; church workers and families experience care and help and are empowered; the potential for legal suits that result in reduced self-care is reduced; and risk management concerns are alleviated. Issues include: vocational uncertainties, personal-marital-family struggles, health advocacy, insurance referral options, congregation/school conflict, governance questions, risk management concerns, emotional-spiritual adjustments/quests, boundary and dual relationship guidance, care-giving/shepherding/ministry consultation, a-safe-place-to-vent.

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Lutheran Social Services of the South

Housing Resource Hotline Created for Hurricane Affected Families

Hurricanes Katrina and Rita left behind untold human misery and suffering that continues all along the Gulf Coast. After realizing that rebuilding could take decades, Lutheran Social Services of the South joined forces with Habitat for Humanity International in 2006 to establish a distinct, three-year model project to meet the housing needs of displaced families. The LSSS/Habitat Family Support Call Center marries Habitat's mission of building simple, decent, affordable housing in partnership with people in need to the long-term recovery efforts of LSSS as an affiliate of Lutheran Disaster Response, along with LSSS' history of successful family case management.

Hurricane-affected families are able to access a wealth of housing-related resources by calling a single toll-free number regardless of their location. Through this cooperative strategy, families not qualified for conventional mortgages are assisted in becoming "buyer-prepared." A cadre of intensely trained generalist and specialist case managers aid clients in overcoming barriers related to credit worthiness, financial stability, etc., as they progress toward qualifying for a Habitat home. Families not qualified for or interested in a Habitat home are referred to alternative housing resources.

Initial screening is done in-person through the Katrina Aid Today National Case Management Consortium, of which LSSS is a participant. Based in Texas, the Family Support Call Center is focusing outreach in areas with large numbers of evacuees, particularly in Louisiana and Texas. This partnership is expected to result in home ownership for 1,000 families and will serve as a replicable model for major disasters.

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Lutheran Social Services of South Central Pennsylvania

Lutheran Disaster Response Mid-Atlantic Network

The collaboration that is LDR-Mid-Atlantic has been a very exciting development in cooperation and shared work. The Lower Susquehanna Lutheran Disaster Response Network organized in 2001. Partners included the Lower Susquehanna Synod, ELCA, the three social ministry organizations serving the Lower Susquehanna Valley (Lutheran Social Services of South Central Pennsylvania, LutherCare, and Diakon Lutheran Social Ministries), Lutheran Camping Corporation of South Central Pennsylvania, Lutheran Theological Seminary at Gettysburg, and Thrivent Financial for Lutherans. At the same time, interest was growing in networks in Western and Eastern Pennsylvania.

At the 2004 LDR Biennial Consultation in Scottsdale, AZ, partners from across Pennsylvania committed to developing a statewide network. Pastor Sandy Kessinger, assistant to the Bishop in the Western Pennsylvania Synod, agreed to serve as facilitator. Since then the network partnership has expanded to include most of the synods of Regions 7 and 8, Liberty Lutheran Services, Lutheran Service Society of Western Pennsylvania, Allegheny Lutheran Social Ministries, Lutheran Congregational Services and Susquehanna University in Pennsylvania, as well as Lutheran Social Services of New Jersey, Community Lutheran Partners in West Virginia, and Lutheran Family Services of Virginia.

A planning retreat is scheduled for March 10 and 11 in Gettysburg, PA to develop further plans for sharing of resources and skills across our region and beyond. The network has coordinated regional response in Mississippi and Louisiana in response to Hurricane Katrina.

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Advocate Health Care

The Spirit of Healing Parish Nurse Ministry

In 1984, enlightened by the vision of Lutheran clergyman, the Reverend Doctor Granger Westberg, Lutheran General Hospital initiated the first Parish Nurse Program. Over the past 22 years, this program has created numerous partnerships between health care and faith communities, humanizing medicine through the integration of faith and health. Westberg's philosophy of "whole person health"-with registered professional nurses building bridges- has united health care and spiritual care within the community and proved more successful than its creator could have imagined.

In honor of the vision created by Reverend Westberg, Advocate's Parish Nurse Ministry developed *The Spirit of Healing*, a DVD that explores the diversity of the parish nursing role and demonstrates the impact of this ministry on health and healing and the unique role of the faith community as partner in this mission of healing and health. Using today's video technology, we have been able to share Westberg's timeless vision with the global community and provided a valuable educational resource for nurses, clergy, health care systems, and communities of faith.

Since its inception, the DVD has found its way around the world and honors the value of collaboration and partnership between communities of faith and health care. As health care continues to meet the challenges of the new millennium, the partnerships created between faith community, nurse and health care ~ will continue to demonstrate a vital collaborative effort, and a shared mission in transforming people's lives for health and wholeness.

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Bethany Lutheran Home

Outreach Helps Elderly Make Medicare Choices

Using the Benefits CheckUp program, Medicare Website and the Medicare Prescription Part D program, Bethany Lutheran Home (BLH) took a pro-active approach to help elderly through a difficult, confusing time and to bring peace of mind to them and their families. Bethany Lutheran Home, various churches and agencies used the following methods to provide a diversified outreach.

- Mailings to 15 Lutheran Sponsoring Congregations
- Meetings with Visiting Nurses Association staff
- Bethany Life Newsletter to 4,100 households.
- Southwest Iowa Networking Group representing a variety of disciplines and services dealing with seniors.
- In House Tours
- BLH Social Services Department
- Bethany Heights Residents/Families Meeting
- BLH Front Desk
- Two County Fairs
- Stephens Ministry Group Presentations

Accountability: Bethany provided assistance to more than 250 individuals and family members. Worksheets were provided when a request for help was received. Information was tabulated and individuals were provided with information on prescription plans to choose from, contact information, estimated costs, etc. Smiles, tears of relief and hugs were common responses. Cards of thanks, referrals to friends, requests from other churches have also been received.

Through networking with various organizations and agencies in the community, identifying and participating in programs and events where a large population base was present, Bethany Lutheran Home was able to increase its outreach efforts and the program allowed people the opportunity to select the Medicare Part D program best suited for them or their loved ones.

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Lutheran Social Services of South Dakota

Home Buyer Assistance Project Engages For & Non-Profit Partners

The Home Buyer Assistance Project is a project of Lutheran Social Services of South Dakota's Consumer Credit Counseling Service. This new project involves non-profit, government, and corporate partners to help low to moderate income families achieve their dream of home ownership.

This partnership is a sustainable win-win-relationship. The partners include LSS's Consumer Credit Counseling Service and Sioux Falls Housing Corporation, a local non-profit organization, which will work together to educate and counsel 90 potential home owners and provide cash assistance toward their closing costs; Wells Fargo Housing Foundation, which provided half of the funding for the project; and Thrivent Financial for Lutherans Foundation, which provided matching funds. LSS of SD believes this project will serve as a catalyst for future collaborations involving these and other partners.

Each partner is accountable to the others for funding and results. LSS and Sioux Falls Housing Corporation regularly report to funders on the project's participation and success rates. Wells Fargo and Thrivent have committed to promoting the project among their eligible clients and customers.

Above all, this partnership creates value. By working together, the project identifies, educates, counsels and provides financial assistance for 90 families who might not otherwise be able to become home owners. By owning their own homes, these families increase their net worth and financial stability, and enhance the economic vitality of their towns and neighborhoods. In the process, these families will develop a habit of saving that will continue to benefit them far into the future.

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Lutheran Social Services of New York

Helping Congregations Meet Critical Community Needs

Lutheran Social Services of New York's (LSSNY) *Building Community Ministries* program blends Word and Sacrament ministry with quality social services for unique partnerships with Lutheran congregations. Partners use a structured process to become acquainted and discuss community strengths, needs, opportunities, and shared values in ministry. The partners identify opportunities for innovative programs that meet critical community needs. Collaborative partnerships share resources, decision-making, planning, and responsibility for achieving goals and objectives.

Exciting partnerships have been created through the *Building Community Ministries* program, as well as new programs and services, spiritual outreach, community connections, program spaces, and volunteer service opportunities. Examples include the New LIFE School in the Bronx for youth with behavioral challenges, legal and employment services for immigrant families, housing for homeless and disabled residents, and a senior wellness and day program. All of these programs have arisen from new partnerships with congregations, and have inspired LSSNY to find more creative ways to realize our mission of service through partnership.

A Covenant Agreement is developed that clearly spells out mutual interests, desired outcomes, shared resources, and roles and responsibilities for the collaborative partners. A basic time frame and schedule to accomplish goals is part of the agreement.

LSSNY's partnerships create value by meeting community needs in a more effective and efficient way than if either partner had acted independently. *Building Community Ministries* helps congregations strengthen their ministries and increase outreach to communities.

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Bethany Lutheran Home

Collaboration Trains Caregivers to Provide Respite

Called to Care is a collaboration between the ELCA Foundation as grantors, Bethany Lutheran Home, and local Lutheran congregations to provide safe, competent non-medical in-home respite care for caregivers. This care is provided by trained *Called to Care* volunteers who are members of the congregation. The volunteers are accountable to a Parish Coordinator, who assesses family needs and matches them with a trained volunteer. The *Called to Care* Project Director oversees the program, maintaining overall integrity including volunteer training, budget, and special community events for caregivers and their families.

Called to Care involves several local Sioux Falls organizations in the training of respite volunteers: The American Red Cross, Sioux Falls Fire and Rescue, the Alzheimer's Association and the Sioux Valley Parish Nurse Institute. *Called to Care* is an avenue through which these service organizations reach a growing caregiver population.

Called to Care, as a demonstration grant, has brought awareness to students training to become health care professionals. Nursing students from Augustana College and dietary interns from the University of South Dakota are provided classroom and clinical experiences with caregivers and respite volunteers. Instructors have commented on the positive experiences their students gain in this partnership.

From the care giving families who receive respite care, to congregations with new models of care, to local service organizations, to planting seeds of compassion in student health care professionals, *Called to Care* celebrates win-win partnerships!

Bethany Lutheran Home
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Bethel New Life

Wealth Creation Collaboration with Financial Institutions

Community Savings Center (CSC) is a 3-way collaboration between Bethel New Life, Thrivent Financial for Lutherans, and Park National Bank. CSC is the first institution of its kind in Illinois and among only a few in the nation because it combines financial literacy, low-rate banking services and hands-on programs. This is a win-win collaborative because each partner plays a distinct and critical part. Bethel contributes expertise in identifying and serving the needs of Chicago's West Side. Thrivent Financial for Lutherans contributes funding and financial literacy expertise, and Park National Bank provides banking infrastructure. Together we provide a wealth creation vehicle, giving residents alternatives to currency exchanges and payday lenders.

CSC has a Collaboration Committee comprised of two representatives per partnering entity. It operates similar to a board of directors and convenes quarterly to hold partners accountable and allow the CSC director to report progress and receive feedback. In addition, Bethel has a Community Advisory Board to receive the community's input.

This partnership is valuable because it leads to wealth creation. As a financial institution, CSC offers financial literacy and credit counseling courses to educate consumers. As a bank, CSC provides services such as checking and savings accounts at discounted fees. Additionally, its programs such as Smart Savers, allow participants to use what they learn and save money toward homeownership, starting a business or pursuing their education. Overall, CSC is a synergy of services that meets people where they are and uses practical ways to help them secure and manage wealth.

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Lutheran Social Services of Nevada

Improving Children's Access to Healthcare

The Making Access Possible (MAP) Coalition was established under the leadership of United Way of Southern Nevada to ensure that families have access to a continuum of health and wellness services for children. The partners of the coalition include: Lutheran Social Services of Nevada, University School of Medicine Kids Healthcare and Huntridge Teen Clinic.

Collectively, the partnership has created value by creating a strong network of medical and oral health care services for uninsured and underinsured children. The services are comprehensive and address the various health needs of children by: (1) increasing the number of immunized children, (2) ensuring children have access to health care by providing assistance in completing Nevada Check Up applications, (3) providing medical services, (4) providing children and adolescents with preventive oral health and dental treatments, (5) increasing health awareness outreach activities.

Lutheran Social Services of Nevada joined the MAP Coalition to encourage a sustainable win-win relationship by serving as the central health outreach center for at-risk populations of homeless and low-income children and adolescents. Eliminating racial and ethnic disparities in access to health care requires innovative partnerships.

The evaluation process is managed by United Way of Southern Nevada that utilizes the services of a contract evaluator. Each Partner is held accountable to provide patient, service, referral and satisfaction data monthly. The evaluator is responsible for working with the Partners to track post-service outcomes. The MAP Coalition demonstrates a commitment to excellence, and shares a drive to achieve positive outcomes for our community.

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Diakon Lutheran Social Ministries - Entry I
Community Boosts Girls' Self-Esteem Through Workouts

Lutheran Social Services of Jamestown

***Nursing Home Partners with Middle School for
Intergenerational Performance and Fun***

For the past three years, the Washington Middle School Orchestra members have been visiting and playing for the residents of the Lutheran Home and Rehabilitation Center (LH & RC) at least three times during the year. The first visit is generally in December, the second is around Valentine's Day and the third is usually right after their spring break in April.

The LH & RC has several musical groups – a choir, chime, dulcimer and harmonica groups. At least one of the groups either performs for the young people, or performs with the orchestra. The collaboration of one of the senior groups with the students is always the highlight of their visit for the students, the senior group and the audience members.

The Chautauqua Region Community Foundation provides a grant that covers the cost of the bus for the students. The Dietary Department of LSS provides lunch with ice cream for the students and nursing staff help the senior performers prepare early so they can meet with the students to rehearse.

The collaboration extends beyond the music. When students learned that LSS has several Hispanic residents, they designed Valentine's Day cards written in Spanish during their Spanish class. One Christmas, the students and the residents each wrote articles about their Christmas memories in newsletters and then shared the newsletters with each other. After the program, the students wheel their friends back to their rooms providing another opportunity to get to know someone from another generation.

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Diakon Family Life Services – Upper Susquehanna is blessed to enjoy a win-win relationship with Girls on the Run International. Guided by its mission, Diakon has been able to offer a program to girls by coordinating the efforts of schools, coaches, volunteers, the community, and most importantly the participants themselves. An experiential learning program for females ages eight to 12, Girls on the Run combines training with life-changing and esteem-enhancing workouts that encourage emotional, social, mental, and physical development. Diakon Family Life Services assures Girls on the Run International of the local program's integrity through adherence to training, curriculum, and membership guidelines.

Integral to the program's success is engendering participants' respect for one another, their bodies, their families, their communities, and themselves. As a result, a spirit of inspiration, friendship, and pride develops among the girls, coaches and volunteers, and within Diakon Family Life Services and the community. Individual passion for the program fuels volunteers' continuing commitment to the effort.

Many hands, guided by one heart, fashion this preventive program, bringing benefit to each girl's community, school, and family. Today's youths are exposed to bullying, drugs and alcohol, peer pressure, and other challenges to a healthy lifestyle. Prevention, through Girl's on the Run programs, helps to educate and prepare girls for a lifetime of self-respect and healthy living. We cannot begin to measure the effect such win-win partnerships have on the lives of these girls, their families, and the community.

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Diakon Lutheran Social Ministries - Entry 2

Barrier Busting Network Increases Adoptions

The Pennsylvania Department of Public Welfare, in partnership with Diakon Lutheran Social Ministries and Family Design Resources, two private non-profit agencies that serve as the Prime Contractor for the Statewide Adoption and Permanency Network (SWAN), have created a statewide network of adoption services. This network effectively erases the old county-wide boundaries that used to create barriers to permanency for Pennsylvania's waiting children.

SWAN is a public/private partnership that, through subcontracts with over 70 private, non-profit agencies referred to as "affiliate agencies", provides a full range of services to locate permanent homes for children in the custody of the 67 Pennsylvania county children and youth agencies. SWAN has several barrier-busting initiatives designed to eliminate the county and state boundaries that used to inhibit children and families from finding each other.

SWAN offers several services designed to increase the odds of finding an adoptive family for a child, regardless of where the family resides. The placement and finalization units of service provided by SWAN facilitate adoptions across both county and state boundaries. SWAN affiliates are licensed to work in all 67 Pennsylvania counties, and some are licensed in other states as well. This type of licensure ensures that families who identify children from another county or state receive the supervision and support services needed throughout the pre-adoptive placement period while also ensuring that all legal steps are completed in a timely manner to facilitate the adoption, regardless of the county or state of placement.

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Lutheran Social Services of Illinois – Entry 2

Incarcerated Parents Send Read-Aloud Recordings to Their Children

A volunteer driven ministry, the Storybook Project, is an avenue for incarcerated parents to keep in loving contact with their children. Volunteers help incarcerated parents select books for their children, read the books onto audiotape, and prepare the books and tapes for mailing to their children. Volunteers meet the mothers and fathers and make a difference in their lives and the lives of their children. LSSI is responsible for recruitment, volunteer training and retention, and translation of the mission to all stakeholders. The prisons are responsible for additional training, background checks, and supervision with an officer present at each Storybook event.

The program operates in 15 county, state, and federal correctional facilities in Illinois. 150 volunteers participate in Storybook each year. In 2006, LSSI held 68 Storybook events statewide. 2,681 incarcerated mothers and fathers read 3,884 books for their children.

The correctional facilities vie for the opportunity to have Storybook because it is a real life connection with children for the parents who are taking the parenting classes and for parents who live a great distance from their children. Prisoners who have a strong family connection are less likely to recidivate. A unique aspect of Storybook is that volunteers share in common the parenting experience with the incarcerated. They come together around the children.

Volunteers from 41 church groups help with Storybook through in-kind donations and financial gifts. One of our volunteers wrote a children's book and is donating a portion of the proceeds to Storybook.

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Lutheran Social Ministries of New Jersey – Entry 2

LSMINJ and Wholesale Grocer Partner for Refugee Jobs

Word of mouth is often how the Refugee Resettlement Program Job Developer through Lutheran Social Ministries of New Jersey (LSM/NJ) is discovered. That was also the case with C&S Wholesale Grocery that is always on the lookout for qualified, dependable employees. In the last year, LSM/NJ has placed more than 20 refugees at the company's six locations in metropolitan New Jersey.

The C&S staff helps the refugees acclimate and become self sufficient within 90 days after their arrival in the United States. As part of an orientation process, the C&S company pairs refugees with current employees at their warehouse who speak their language, making the transition into the American working environment as seamless as possible.

LSM/NJ is eager to match qualified candidates with the company's openings, but found transportation to the C&S site a barrier since the C&S locations are not accessible by public transportation. To solve this problem, the company procured two vans from another C&S site and create two new positions for drivers. Each week, the vans pick up the employees at various stops in return for a \$25 weekly fee paid by the riders.

C&S is committed to promoting from within their organization. C&S views refugee workers as perfect candidates for their job upgrade opportunities. In 2006, LSM/NJ honored C&S Wholesale Grocers with the Immigration and Refugee Program Humanitarian Award. The award event raised more than \$25,000 for the LSM/NJ Immigration and Refugee program.

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Eger Lutheran Homes and Services – Entry 1

Clinical Pastoral Education Collaborative Expands & Enhances Spiritual Care

Eger Lutheran Homes and Services has been an accredited provider of Clinical Pastoral Education since 1975. CPE is an opportunity for experiential, supervised learning for enhancing pastoral/spiritual care and counseling skills. Program participants are clergy, seminary students, commissioned/diaconal ministers and interested lay caregivers.

In 2003 Eger and Lutheran Medical Center administrative staff proposed an expansion of the CPE experience among several Lutheran Social Ministry organizations in the Metropolitan New York region that would function under the "Alliance CPE" accreditation of Eger. Since that time ACPE has expanded to incorporate Lutheran Social Services of New York, Seafarers and International House, Wartburg Lutheran Services and Wartburg Adult Care Community. During 2006, the CPE program successfully completed a pre-accreditation survey by ACPE that will lead to Lutheran Services New York Alliance (LSNYA) being the provider of record. ACPE Standards define accountability requirements.

As the program has evolved with LSNYA, the future of the program is assured through the involvement of all LSNYA partners: Metropolitan New York Synod – ELCA, Atlantic District – LCMS, Eger Lutheran Homes and Services, Lutheran Counseling Center, Lutheran Health Care, Lutheran Social Services of New York, Seafarers and International House, Wartburg Adult Care Community and Wartburg Lutheran Services.

CPE students experience a wide array of pastoral care venues including acute care, trauma services, rehabilitation services, long-term care, SRO and other housing programs, community services and maritime ministry. Since 2004, students have completed 70 units of CPE at all program levels with fully half of the students' time devoted to providing direct care to patients, residents, families and staff.

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Eger Lutheran Homes and Services – Entry 2

Eger/Art Guild Alliance Increases Awareness, Funds & Expression

Eger Health Care and Rehabilitation Center has enjoyed a growing relationship with the Creative Photographer's Guild since 2005. Members of the Guild display their photographs in a gallery located within Eger Rehabilitation Center. The photographs are changed periodically and enjoyed by hundreds of residents, visitors and staff each day. When Guild members sell their photographs on display, a donation is made to The Eger Foundation.

This partnership has expanded to include a photographic activity involving residents of the Eger Health Care and Rehabilitation Center. Members of the Guild instruct Eger residents in the art of photography and provide the residents with disposable cameras for their use. The residents' photographs are developed and shared with a Guild member instructor so that the residents may refine their photographic skills.

The Eger Foundation is working with the Creative Photographer's Guild to identify and access sources of funding for this special endeavor. This is a win-win partnership with a community organization through the Recreation Therapy Department of Eger Health Care and Rehabilitation Center. Guild members benefit from their interaction with the residents of Eger and through the ability to display their photographic work. The residents benefit as they renew their interest in photography and develop new skills in this art form. The Eger family of organizations benefits as a new group of individuals becomes familiar with the Eger Mission.

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Lutheran Social Ministries of New Jersey – Entry 1

Bringing a New Jersey Neighborhood Back from the Brink

Once a solid working class neighborhood, North Camden, NJ has deteriorated to an economically challenged area with homes and residents in desperate need. North Camden Land Trust (NCLT) was formed to take ownership of buildings that needed more serious rehab. But, with escalating deterioration and residents near eviction due to an inability to pay cost of living expenses, the problems were bigger than the Trust could tackle alone.

New Jersey Housing and Mortgage Finance Agency (NJHMFA) and Department of Community Affairs (DCA) took over financial management. In 2006, Lutheran Social Ministries of New Jersey (LSM/NJ) was asked to be the managing agent. The DCA provides resources to help support management and to make emergency repairs required for code compliance. Through this cooperative effort, Lutheran Social Ministries of New Jersey (LSM/NJ) is in the process of acquiring to substantially improve and manage as long-term, affordable, quality rental housing 91 of the 115 homes of the North Camden Land Trust.

In April 2007, LSM/NJ will apply to NJHMFA for a Low Income Housing Tax Credit (LIHTC) reservation, which, in combination with Balanced Housing funds from DCA, will be sufficient to complete a thorough rehabilitation of the 91 rental units. The remaining 24 homes will be sold to Land Trust residents. NJHMFA will assist those homebuyers.

All of the existing residents in good standing under their lease will be able to reside within the completed homes and apartments. LSM/NJ will provide an operating subsidy to enable rents for the existing residents to remain extremely affordable.

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Lutheran Settlement House – Entry 3

Law Enforcement Opens Doors to LSH to Support Parolees

In 2006, the Lutheran Settlement House's Bilingual Domestic Violence Program (LSH-BDVP) embarked on a revolutionary partnership with the Philadelphia Adult Probation and Parole Department (APPD). For many years this branch of law enforcement has been neglected, and struggling advocates have focused more on courts and police. This is now changing in the city of Philadelphia as LSH builds a new relationship with the APPD.

Through this relationship a counselor/advocate is hired by LSH, to spend the majority of time physically on location at the APPD. The LSH counselor/advocate is there to support victims, educate officers, and create linkages between the different systems so that professionals are working together in more streamlined ways.

From the very start of this project, the APPD has welcomed LSH. From the top of their organization, to the officers going out on the street, the APPD is becoming more and more aware of the importance of recognizing the impact that domestic violence has in the lives of those probationers that they are supervising.

Through this partnership LSH is able to serve more individuals, the APPD is able to hold their probationers more accountable and has a greater understanding of domestic violence, and victims themselves have another avenue to achieve greater safety. As with all partnerships, LSH has carefully crafted both formal and informal ways to communicate and provide feedback between partners.

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Good Shepherd Rehabilitation Network

Bridge to Hope: Clubhouse of Lehigh County

The Clubhouse model is one of the most effective means of psychiatric rehabilitation. Since 1948 when the first clubhouse, Fountain House, was started, over 400 have begun worldwide. The Clubhouse of Lehigh County in Allentown, Pennsylvania is a joint venture of Good Shepherd Rehabilitation Network, Lehigh County Mental Health Program and the PA Office of Vocational Rehabilitation. Good Shepherd manages the clubhouse which offers seriously mentally ill persons a sense of belonging, educational opportunities and employment. Accreditation by the International Committee for Clubhouse Development assures the quality of the program and adherence to uniformly accepted standards of operation.

Since its establishment in 1999 the Clubhouse of Lehigh County has grown to over 650 members: the fourth largest in a state that has thirty total. It's a place where former psychiatric patients can make the transition from hopelessness to productive members of society. Members are invited to take leadership roles and thus, responsibility, in all areas of the Clubhouse. The Transitional Employment Program at 13 separate sites is a major reason that the clubhouse model has been so successful. This year, 23 individuals gained the self-confidence and work history they needed to move into supported employment and 32 into independent employment; the ultimate criteria for success.

For each of the three partnering organizations the clubhouse program is central to their own mission. And, all recognize that the clubhouse is a very cost effective way of helping people with mental illness to recover in the community and avoid expensive hospital stays.

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Graceworks Lutheran Services

Senior Resources Alliance Reduces Costs – Creates Opportunities

In 2001, Graceworks Lutheran Services joined 23 senior living providers in Ohio as founding members of Senior Resources Alliance (SRA). Graceworks partnered with this alliance of nonprofit organizations to create innovative cost management solutions and new business opportunities including:

- *Group purchasing plans* to obtain discounts in return for high order volumes,
- *Energy plans* to lock in future rates in return for committed volume,
- *Purchasing councils* to discuss best practices and identify highest quality products, and
- *Joint ventures* through which members can provide therapy services to healthcare organizations.

During 2006, this collaboration helped Graceworks Lutheran Services achieve \$236,000 of net cost savings in purchases of food, medical supplies, pharmaceutical products, transportation equipment, and energy. Graceworks has contributed directly to development of the SRA organization and the value of SRA membership. Graceworks has shared its innovative energy, fleet management, and capital project resources resulting in tremendous savings to SRA member organizations. As an advocate and active participant, Graceworks has helped SRA grow to 375 campuses in 16 states.

Graceworks leaders serve on SRA boards and committees that set policies, uphold standards and review contracts. By containing costs, Graceworks Lutheran Services can sustain high-quality service in its 700-resident continuing care retirement community, 19 affordable apartment communities for seniors, 24 homes for individuals with mental retardation and developmental disabilities, and various community social service programs. Every dollar saved can be reinvested to enhance quality of life for the people we serve.

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Lutheran Settlement House – Entry 2

Children’s Screenings Help Detect Domestic Violence

Lutheran Settlement House has a long history of working with other organizations to tackle difficult challenges. One of the most urgent and important challenges that they are confronting right now is the devastating impact of domestic violence on women and children. Based on the proclamation by the American Academy of Pediatrics that identifying and intervening on behalf of battered women may be one of the most effective means of preventing child abuse, LSH formed a partnership with the Institute for Safe Families and St. Christopher’s Hospital for Children to create the region’s first program addressing domestic violence in a pediatric setting. The goal of the collaboration is to increase safety for children by training pediatricians and pediatric medical staff to screen adult care givers for domestic violence when they bring children to the hospital and then to offer crisis intervention and counseling to non-offending caregivers. The outcome has been remarkable. The rate of screening has risen from zero to thirty percent

This collaboration succeeds because each partner has a stake in its success. Because of the importance and success of this project the hospital started a domestic violence task force to make screening and intervention mandatory throughout the hospital. LSH relies upon the medical staff to implement the screening to identify and refer victims of domestic violence. This collaboration will survive and grow because of regular evaluation and feedback that identifies new ways to work together. This is a powerful and successful project that we expect to expand to other hospital settings.

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Lutheran Settlement House - Entry I

Holiday is Devoted to Community Redevelopment

This year staff, board members, and friends of Lutheran Settlement House, in collaboration with New Creation Lutheran Church and a Rebuild Together Philadelphia, put Martin Luther King's values into action by refurbishing 15 houses and a community center. LSH recruited 60 volunteers who dedicated Martin Luther King Day to fixing houses in need of critical care. Low-income homeowners, many of whom were elderly and did not speak English, received an estimated \$20,000 worth of labor and building supplies. This collaboration also yielded \$15,000 worth of repairs to New Creation Lutheran Church's Community Center. Recognizing that the needs of the church and neighbors cannot be fully addressed in one day, the collaboration planned follow up work days for the spring.

This collaboration was a success because each partner brought a unique offering to the table. LSH brought volunteers, marketing and PR expertise, and connections to the Latino community. Rebuild Together Philadelphia brought building and project management experience and building materials. New Creation Church screened homeowners for the project. Without any one of these pieces this project would not have been a success. Representatives from the three groups met for several months before the event to ensure that the day would go smoothly. By the end of the day all three groups agreed that the project had met their goals and the mission of the collaborative. This collaboration provided all partners with tangible success. Plans are already in the works for next year's expansion.

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KenCrest and Liberty Lutheran Services – Entry I

Joint IT Venture Meets Present & Future Needs While Cutting Costs

KenCrest and Liberty Lutheran Services have succeeded in a joint technology and systems venture. Now that the two agencies have achieved a working model, other agencies are invited to join the collaborative to further drive down costs and capitalize on existing investment.

After a period of assessment, these two agencies realized how similar the needs and wants of their staff were for reliable technology, ample storage space, customizable programs simplicity, automatic upgrades, easy communication, quality customer service and good backup.

The behind the scenes work necessary to support these needs were also similar for reliable hardware, adequate memory, appropriate software, scaled training, current licensing or otherwise compliant, access to a stable network and help when needed.

The agencies' chief executive officers envisioned a functioning business unit that would:

- Anticipate capital needs to keep up with changing technology
- Recognize "business fit" – versus next hot product
- Effectively communicate with all levels of users
- Create and maintain competitive pricing with for-profit alternatives
- Deliver with no headaches or surprises
- Offer IT staff career engagement and opportunity
- Be adaptable for change several years out
- Maintain disaster recovery systems that protect the partners

Joint investment of dollars and talented staff has resulted in a system that provides support for 700 desktops, a wide array of software products, redundant wide-area networks, state of the art disaster recovery and peace of mind.

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Liberty Lutheran Services
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KenCrest Centers - Entry 2

Mural Arts Project Fortifies Community Pride Through Art

Both KenCrest and the Philadelphia Mural Arts Project go deep into underserved areas to provide services for at-risk children. KenCrest's South Philadelphia Center had a bleak wall which faced the playground. Through a grant from the Mural Arts program, the sea of brick has been creatively transformed into an urban oasis through the partnership. Volunteers from the ethnically-diverse neighborhood joined KenCrest staff, families and children for a giant painting party. The center's children now play alongside a bubbling brook and smiling animals, under a starry, moonlit sky. The mural is a beacon of pride for a neighborhood in transition.

In the East Falls neighborhood of Philadelphia, another mural was painted as a study of leadership in nature, the community and the individual, depicting the Director of the KenCrest Redeemer Early Childhood Center, Faye Tyler, two of her staff, and two of the children served at the center. The mural spelled out leader and the KenCrest group encompassed the "L". This mural also serves as a shining light in a neighborhood attempting to transcend its darker past.

On January 31, the KenCrest Lehigh Center received a grant from the Philadelphia Mural Arts program to have a mural painted adjacent to its active play around. The first planning meeting is scheduled for Feb. 2.

All of these mural partnerships are win-win situations because they allow both organizations to feel a more deeply-rooted sense of pride and community in the at-risk areas of Philadelphia in which they serve.

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Lutheran Services in Iowa

Volunteer Vision and LSI Support Build Refugee Community Center

Over crumb cake and coffee in the kitchen of Sue and Chuck Holcomb, literacy volunteers at Lutheran Services in Iowa (LSI), inspiration for a Refugee Community Center was born. LSI had a vacant building, Sue and Chuck owned contracting companies, and weekly brainstorming sessions quickly evolved. Within weeks, the project was approved by LSI's CEO and Board of Directors, over \$30,000 of building renovations were secured, and volunteers and staff worked relentlessly to develop classroom curriculum, secure donations and beseech community support.

The net value of LSI's partnership with the Holcombs, contractors and volunteers, has proven to extend beyond the center's brick walls. In its second month of existence, the center offers English classes, one-on-one mentoring, after school assistance for youth, childcare and a computer lab. Programming not only fosters skill acquisition for refugees; it facilitates mutual learning, community inclusiveness and understanding between members of an increasingly diverse society.

Partners are accountable through LSI volunteer policies and procedures, but services are sustained through the realization that one person and one dollar can and does make a visible difference at the center. Dedication, mutual respect and a sense of ownership encourage its longevity. The center not only belongs to LSI, but to the community that fostered its creation, and the refugee families who fill its rooms with joy and hope. It is a partnership that has made a difference to all.

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Lutheran Services for the Aging

Intergenerational Activities Enrich Lives

Lutheran Services for the Aging (LSA) and Catawba College are Salisbury, North Carolina ministries sharing a common mission of Christian service. LSA serves older adults through its nursing homes, adult day care centers, and retirement communities. Catawba College, affiliated with the United Church of Christ, prepares students to become responsible citizens and to enrich the world.

LSA and Catawba entered into a collaborative agreement signed by the boards and presidents of both organizations. The venture has resulted in strong personal relationships based on mutual admiration and respect. It is sustained by constant communication, a blend of fun and meaningful activities, personal relationships, and the mutual celebration of achievements. Communication is maintained between the organizations and collaboration is expected, encouraged, and enjoyed. Many successful ventures have been celebrated resulting in positive press, heightened community visibility, and increased support for both organizations. Some of those include:

- A tailgating party held at LSA's Trinity Oaks Retirement Community that helped the community heal after the tragic deaths of two Catawba students.
- A grant written by Catawba students that secured computers and training for LSA's Abundant Living Adult Day Care.
- Dance lessons for Catawba football players courtesy of Trinity Oaks residents and a test of those skills at the annual Trinity Oaks Christmas party.
- The *Harvest Moon Ball* at Lutheran Home at Trinity Oaks where students provided dance partners and entertainment.
- The appointment of LSA President Ted W. Goins, Jr. to the advisory board for the college's school of business.

Lutheran Services for the Aging
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KenCrest Centers – Entry 3

Professional Exchange, KenCrest (USA) and Tanzanian Rainbow School

For several years the Northeast Diocese of the Lutheran Church in Tanzania and the Southeastern Pennsylvania Synod, ELCA, have engaged in an active companion synod relationship. They have shared their enthusiasm for social ministry by engaging their respective ministries in this relationship.

Two years ago when KenCrest's CEO, Bill Nolan, met Bishop and Mrs. Munga, they shared their mutual passion for serving people with developmental disabilities. At that point, the Rainbow School was a dream. By 2006, the school was opened for Tanzanian children with special needs, but professional training for the school staff was scarce.

Last year, KenCrest initiated a professional exchange to enrich both Rainbow School and KenCrest staff. In August, KenCrest director of training for children's services and the network administrator traveled to Tanzania to assess school's needs and provide assistance. They laid the groundwork for the school's director to come to Philadelphia for a six-month exchange.

During that time he observed KenCrest and other agencies' services, attended professional seminars, and completed two special education courses at Penn State. He also spent time with KenCrest staff members who emigrated here from Africa.

Staff members are evaluating how an ongoing relationship between KenCrest and the Rainbow School will continue to benefit both organizations. Response to the exchange has been extremely positive with several KenCrest volunteers willing to serve as ambassadors to the Rainbow School for future trips.

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KenCrest Centers - Entry 4

Disability Network Public Policy Project Team

For more than twenty years, Lutheran social ministry organizations which provide services to persons with disabilities, particularly developmental disabilities, have been meeting; providing collegial support and sharing the best practices of their independent agencies in a number of key areas. When Lutheran Services in America (LSA) was formed in 1997, the disabilities services providers chose to support this newly formed national alliance by connecting to LSA and the LSA-Disabilities Network (LSA-DN) was born.

The LSA-Disability Network has initiated many collaborative projects, rotating member responsibilities and leveraging the strength of the group. All members are accountable to each other for network financial support; for the delivery of detailed "business" metrics, and the open sharing of problems and opportunities that can be addressed by the full membership or through individual network member assistance.

One result that is noteworthy is the significant financial support they provide to support a full-time position to work with the LSA Public Policy department in Washington, D.C. Through the innovative use of a member selected project team, the group delivered staff, parent and client testimony at every hearing of a national Medicaid Commission. The project team, its staff members and the LSA team in Washington, D.C. received high visibility and high marks from commission members and other professional organizations for the tone and content of its testimony.

This team is also responsible for making Medicaid reform information available at no charge from a representative of Centers for Medicare and Medicaid Services (CMS) during the LSA pre-conference meetings.

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Lutheran SeniorLife

Congregational Outreach Helps Ministers Better Serve Congregations

In November of 2005, Lutheran SeniorLife initiated an aggressive outreach program to better serve the more than 200 pastors and congregations who are part of the Southwestern Pennsylvania Synod of the Evangelical Lutheran Church of America (ELCA). The spirit of the initiative was to actively connect with pastors, listen to their concerns and discern ways to help them serve their congregations.

Within the first six months, a Lutheran SeniorLife representative personally visited with 115 pastors with some of the following outcomes:

1. Life Assurance Seminar co-sponsored by 20+ congregations including topics of long-term care insurance, financial planning for senior living, the early warning signs of Alzheimer's, the spiritual realities of aging and wellness.
2. A Technology for Everyday Living Fair sponsored by area Lutheran congregations demonstrated simple uses of technology to enhance senior living.
3. Ministry Minutes, a periodic social ministry newsletter was developed to keep pastors informed of the ministries of Lutheran SeniorLife. It is currently sent to over 200 pastors throughout the three-synod region.
4. Leaders of Lutheran SeniorLife began attending local pastoral meetings to evaluate need and help plan for and locate community-based services to address need.

The board is pleased with the results, awareness of the social ministry of Lutheran SeniorLife has increased and several collaborative ministry opportunities have evolved.

Lutheran SeniorLife
CEO: David Fenoglietto
1323 Freedom Road
Cranberry Township, PA 16066
724-742-2251

Lutheran Mission Society

Responding to Human Need with Mobile Compassion Center

For over 100 years, the Lutheran Mission Society has served as a health and welfare agency in Maryland. Our six Compassion Centers provide food and clothing, personal care items and basic health services, as well as pastoral and crisis counseling to those in need. Several Lutheran congregations in southern Maryland approached the Mission Society asking for assistance in addressing the needs of their local communities. Due to the broad geographic area identified, it was agreed that multiple “brick and mortar” locations would not be financially feasible. The idea of a *moveable center* met the goals of the local congregations and matched well the Mission Society’s desire to better respond to the crisis needs of those affected by natural and human disasters.

In a win-win solution, a 48 foot used tractor trailer was purchased by the Mission Society and refurbished by volunteers with funds raised by the community. Donations to stock the trailer are sustained by the generosity of the community. Regular meetings between the Mission Society and the leadership of southern Maryland congregations keep the lines of communication open in this partnership. During the week, the trailer serves as a LMS Compassion Center, staffed by community volunteers. Requiring only a level lot and an electrical hook-up, the LMS Mobile Compassion Center can be moved to other locations throughout southern Maryland. In times of disaster, the LMS Mobile Compassion Center is ready at a moment’s notice to relocate to a crisis area stocked with the basic necessities vital to disaster relief.

Lutheran Mission Society
CEO: Rev. David R. Maack
601 Hammonds Lane
Baltimore, MD 21225
410-636-0123

KenCrest Centers – Entry 5

Work with Media Advocates for Inclusive Communities

In KenCrest’s first-ever partnership with a broadcast TV station to advocate for people with developmental disabilities, both KenCrest and WHY?TV were winners. This project involved the funding, production and marketing of a series of four 90-second spots on Philadelphia’s PBS station, WHY?TV. The partnership was a win for WHY?TV, which has a history of sensitively exploring issues surrounding individuals and families experiencing developmental disabilities. These messages followed up on other impressive WHY? activities such as a one-hour documentary about a family with two children with autism and a WHY? radio series about disabilities.

The series, *Focus on Ability*, features four people with developmental disabilities who receive support from KenCrest. The message is that people with disabilities, given the opportunity, can and will lead happy, productive lives in their communities. The first airing was in March 2006 with each spot running 30 times per month. This translates to 38,000 households per week viewing people with disabilities living productive lives with dignity in their communities.

For KenCrest, the project helped keep it visible after a successful centennial year and gain more experience with media partnerships. Reinforcing the WHY? broadcasts and webpage, the KenCrest website highlighted the messages as did the spring 2006 *Opportunities* newsletter, which profiled all four of the individuals.

The partners held each other accountable to the purpose and process through a letter of agreement, budget and concept paper. Mutual respect for each other’s roles and open communication keeps the project flowing smoothly. The messages can be viewed on WHY?’s website at <http://www.whyy.org/tv12/kencrest.html>.

KenCrest Centers
CEO: William J. Nolan
502 West Germantown Pike, Suite 200
Plymouth Meeting, PA 19462
610-825-9360

Liberty Lutheran Services

Pilot Spiritual Care Program for Jewish Residents

The Sacred Seasons partnership was created between Paul's Run (PR) and the Reconstructionist Rabbinical College (RRC) of Wyncote, PA in 2003, to pilot a set of worship and celebratory materials created for use by Jewish elders in secular and non-Jewish long-term living and care settings (www.sacredseasons.org).

The partnership created a sustainable win-win situation because RRC needed a committed, non-Jewish partner to test its program; PR was experiencing an increase in its Jewish population; and the Jewish residents were looking for spiritual support in their new, Lutheran-administered home.

Mutual accountability has been ensured by the commitment of both partners to the welfare of PR's Jewish elders, and to fostering inter-faith dialogue and understanding. RRC relies upon PR as the sole Christian institution in a national network of six pilot sites with transparency and trust expected in all interactions between the organizations. The residents are enthusiastic for the project and gratefully acknowledge the partners' commitment to them.

Value has been created in numerous ways: the Sacred Seasons materials have been successful; PR's Jewish residents feel more welcome and cared for; and PR continues to attract Jewish residents in a highly competitive local CCRC market. More importantly, PR has grown to be seen as a trusted faith community that values people of many faith traditions. Christian and Jewish residents feel welcomed and attend one another's worship services, and our community is learning how to live together in harmony in a way that is not always present in the general community.

Paul's Run Retirement Community,
an Affiliate of Liberty Lutheran Services
CEO: Luanne B. Fisher
9896 Bustleton Avenue
Philadelphia, PA 19115
215-934-3000

Northfield Retirement Community (Lutheran Home of the Cannon Valley)

Retirement Community Engages Students & Local Congregants in Resident Life

In 2006, Northfield Retirement Community (NRC) partnered with St. Olaf College and several Lutheran churches in Northfield to implement the Family and Friends Partnership. By doing so, entered into a remarkable win-win-win collaboration:

- Over 125 NRC residents were visited regularly by students and church based volunteers.
- To over 100 students, St. Olaf offered Service Learning training and an opportunity to lead lives of worth and service through visiting and working with NRC residents. Social Work and Nursing students, nine members of a special Story Honor House, and 25 other student volunteers made weekly visits.
- Four Lutheran churches (two rural) trained over 90 of their members to connect in meaningful and joyful ways with their elderly church friends who reside at NRC. Members of Stephens Ministry, BeFrienders and Parish Nursing groups participated.

NRC contracted with Story Circles International Inc. (SCI) to provide training and logistical support for implementation of the project. In 2004, NRC and SCI received an Excellence in Practice Award from the Minnesota Health and Housing Alliance for their work in establishing Story Circles at NRC.

SCI provided personal story sharing training to NRC staff, family members and friends of residents, St. Olaf students and members of congregations in the area. In return, the College and church leaders assisted in the formation of training groups, provided resources and, where applicable, assessed their groups' performance. The program has now entered its second year and, given the enthusiastic response, will continue for years to come.

Northfield Retirement Community
Affiliate of Lutheran Home of the Cannon Valley
CEO: Kyle Nordine
900 Cannon Valley Drive
Northfield, MN 55057
507-645-9511

Lutheran Family Services of Virginia

Space Sharing Creates Family Visitation Center

LFS of VA entered into a formal agreement with Henrico County Department of Social Services (DSS) for the development of a Family Visitation Center (FVC). Henrico County (Richmond, VA) provides child welfare services to children and families and contracts with providers for more complex services such as Treatment Foster Care (TFC). Henrico County developed a plan to create a FVC where supervised visitation between birth parents and foster children could be facilitated; however, they did not have the appropriate space. The county approached the LFS Richmond office, already providing supervised visitation, and it was determined that a portion of the LFS facility could be renovated for two visitation rooms. Henrico would furnish the rooms and provide one way mirrors for observation. A minimal fee and guidelines for the use of LFS space by county social workers was written into a cooperative agreement.

The county benefits from this arrangement because it provides a low cost, professional, and safe visitation area for families in support of reunification. LFS benefits by having an additional source of income and a newly renovated space for its own visitations. The agreement has also increased visibility for LFS from the courts, lawyers and DSS, in turn increasing referrals for its fee-based visitation services.

The written cooperative agreement helps create sustainability since it outlines expectations of persons served and calls for the creation of a FVC Advisory Board which consists of LFS, DSS, the court, Child Protective Services and others.

Lutheran Family Services of Virginia
CEO: Julie Swanson
2609 McVitty Rd.
Roanoke, VA 24018
540-774-7100

Luther Home of Mercy and Mosaic

LHM Achieves Fiscal & Operational Health with Mosaic Help

The sustaining belief in a positive outcome helped one LSA-DN organization achieve fiscal and operational health while validating the effectiveness of systems and procedures offered by an LSA-DN partner.

Luther Home of Mercy (LHM) ended the past fiscal year with a surplus, following several years of losses that had threatened the ministry's survival. A key factor in this turnaround was LHM's partnership with Mosaic. The two organizations have similar histories and missions devoted to supporting and serving people with developmental disabilities. Collaborative efforts engaged board, executive and senior leadership as both organizations worked together to identify problems, plan and implement solutions. Mosaic resources were made available as though LHM were an affiliate of Mosaic.

"We stayed together through it all," said the Rev. Donald Wukotich, Executive Director of LHM. "It was and continues to be a blessing. A lot of problems are resolved now and our position is considerably strengthened. I don't believe Luther Home of Mercy alone could have done the kind of work we accomplished together."

Mosaic was established to sustain the heritage and service of two long-standing Lutheran ministries (Bethphage and Martin Luther Homes). Consistent with its core values, Mosaic has strengthened the witness of another long-standing Lutheran ministry (LHM). The success of this continuing relationship offers a statement of importance to the larger Church, especially to ministries tested to the edge of endurance, and alone.

Mosaic
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Omaha, NE 68137-2221
402-896-3884

Luther Home of Mercy
CEO: Donald L Wukotich
5810 North Main Street
Williston, OH 43468-0187
419-836-7741

**Lutheran Child and Family Services of Michigan and
Lutheran Social Services of Michigan**

Joined Forces Form Lutheran Adoption Service

For many years, Lutheran Social Services of Michigan and Lutheran Child and Family Services of Michigan both offered adoption services. Thirty years ago, leaders of both organizations realized combining their efforts would create a single, stronger adoption program. The result was Lutheran Adoption Service (LAS), a jointly owned partnership of the two organizations.

LAS is managed by Lutheran Social Services but is an autonomous organization with its own board and Operations Committee. Board members are appointed by Lutheran Social Services and Lutheran Child and Family Service. Operations Committee members represent both parent organizations. The LAS director reports to and is accountable to both parent organizations. This structure enhances the continuum of care among the three agencies.

By joining forces, Lutheran Social Services and Lutheran Child and Family Services eliminated internal competition in this service area. Lutheran Adoption Service has a broader geographic reach than either parent organization. Combining adoption efforts reduced expenses by eliminating duplication of management and support positions. The partnership enables both parent organizations to focus their resources on family preservation services and out-of-home care for children, while LAS provides timely permanence for state wards.

LAS is the largest private adoption agency serving children in the Michigan child welfare system and is a leader in setting quality standards, adoption law and policy in the state. During 2005, LAS found forever families for 227 children. The two Lutheran partner organizations and Lutheran congregations in both the LCMS and the ELCA recognize and support LAS as their adoption ministry.

Lutheran Child and Family Services
of Michigan
CEO: Robert Miles
P.O. Box 48
Bay City, MI 48707-0048
800-625-7650

Lutheran Social Services of Michigan
CEO: Mark Stutrud
8131 E. Jefferson Ave.
Detroit, MI 48214
313-823-7700

Lutheran Family Services of Colorado

***Neighborhood-Based Refugee & Asylee Resettlement Grows
with Collaborative Effort***

In response to the continually changing refugee populations arriving in Colorado, such as the Somali Bantu, Meshketian Turks and Burmese, Lutheran Family Services of Colorado (LFS) has engaged in a dynamic, neighborhood-based resettlement model. This model brings social supports directly to the neighborhood where the largest numbers of refugees reside, helping to overcome many barriers that newly-arriving individuals face in a teeming metropolitan area.

The Refugee & Asylee Program's Community Services Department oversees all aspects of this multifaceted program. The neighborhood-based approach began as a partnership among LFS, Jewish Family Services and Denver Public Schools, to meet refugee student needs through after-school mentoring, parenting support classes, summer language arts programs and in-class social adjustment sessions.

During the second and third year, the program expanded to include additional partners and programming initiatives. The 4-Mile Family Resource Center offered drama classes, volunteer assistance and connection to private funding through the JFM Foundation. This funding was combined with existing federal funding to expand the original program beyond refugees, to include all limited English speaking students in the area. Efforts in the neighborhood were further augmented by the in-kind gift of a classroom from a local property management company that leases apartments to many refugee families. The classroom hosts financial literacy classes, job club and ESL classes that are provided by LFS' long-time partner, Emily Griffith Opportunity School. Going forward, new voluntary partners, such as the Denver public libraries, are adding to the effort, bringing together a cross-section of agencies, government and funding entities for the betterment of the entire neighborhood.

Lutheran Family Services of Colorado
CEO: James Barclay
363 S. Harlan Street; Suite 200
Denver, Colorado 80226
303-922-3433

Lutheran Family Services in the Carolinas

Mining Congregational Assets to Meet Community Needs

The Community Crossroads program of LFS Carolinas aids congregations in developing innovative social ministry programs. Expertise gathered by LFS through 30 years of caring for children and families and established relationships with congregations are the foundations for this successful program. Community Crossroads has established an impressive track record of helping congregations develop win-win partnerships that strengthen communities.

Community Crossroads is directed by the Rev. Mark Cerniglia, a Lutheran pastor and Vice President of Partnership Initiatives. Collaboration with Pastor Cerniglia and other LFS staff experts equips congregations for service and assists in developing ministry projects. Here's how the program works. LFS Carolinas:

1. Assists in identifying assets of the congregation (financial, volunteer, building, resources)
2. Studies the congregation's community to identify needs
3. Identifies interests within the congregation and builds upon those passions
4. Assists in developing and launching innovative projects
5. Provides seed grants and helps identify sources of funding and other resources
6. Works with the congregation to evaluate ongoing needs and effectiveness

LFS offers challenge grants of up to \$2,500 in matching funds as seed money for worthwhile efforts. These grants have been funded by The Duke Endowment and other sources.

Eleven congregations in the Carolinas have identified, developed, and initiated effective social ministry programs. More are under development. Successful initiatives include a summer camp for Somali Bantu refugee children, an after-school program for inner city children, a car repair ministry for struggling families, a hospital-based Spanish-speaking pre-natal class, visits for pastors to innovative community/congregational partnerships and others.

Lutheran Family Services in the Carolinas
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4822 Albemarle Road Suite 240
Charlotte, NC 28205
1-800-HELPING (435-7464)

Lutheran Child and Family Services of Illinois – Entry 2

Little Village Food Network Distributes to 12,000+ Annually

The Little Village Food Network (LVFN) provides meals, information, planning capacity and referrals to acquire benefits and services to families in the Little Village community in Chicago so that the self-sufficiency of adults is improved.

LVFN is a collaboration of Lutheran Child and Family Services of Illinois, Epiphany Parish, Project Vida, Pilsen Little Village Community Health Center and Latino Youth Inc. Because the regional food bank recognizes LVFN's value, it also shares resources and planning. In 2006, 12,200 individuals (unduplicated) were served to alleviate hunger and address the root causes of hunger.

Partners coordinate food distribution to assure it occurs on complementary dates and places; regularly share identified resources for accessing food for distribution; meet together with community leaders and politicians to heighten awareness of hunger and the resources available and needed; regularly share information about social service resources available in the community so that the data base available to clients is comprehensive, accurate and updated.

These partners have made a commitment to meet monthly since 2001 even before funding was secured. Reciprocal relationships were built on the existing expertise of the partners in crisis intervention, youth out-of-school, HIV and AIDs, chronic mental illness, family poverty and community-building. A LVFN coordinator plans monthly meetings to go over program and financial reports with annually updated plans for goals and roles. The collaborative's fund development efforts have resulted in three awards.

Lutheran Child and Family Services of Illinois
CEO: Gene Svebakken
7620 Madison
River Forest, IL 60305
708-771-7180

Lutheran Child and Family Services of Illinois - Entry 3

Collaborative In-Home Services Keep Families Intact

Intact Family Recovery (IFR) provides intensive, home-based services to pregnant teens and families affected by drug addiction so that children's safety is improved, the child's biological family is strengthened, and parenting skills are improved. IFR is a collaboration between Lutheran Child and Family Services of Illinois, a provider of child welfare and community services, and Haymarket Center, an AOD services provider.

In 2006, 157 children in 63 families were able to remain safely at home while their parent(s) received substance abuse treatment. Four children in two families were removed to foster care, for the children's safety. Every family that could be preserved, every detachment from parents that could be safely prevented, was. The few removals of children for safety purposes were accomplished with the most professional assessment. All 161 children received the best possible opportunity to grow up safe and healthy.

By combining child welfare casework with recovery treatment, both partners experience higher levels of success. The more each learns from the other about their system of service, the better each complements it, to the client's benefit. For example, the child welfare worker becomes more knowledgeable about drugs, addiction and its effect on the family, and the AOD outreach worker learns more about her/his role as a mandated reporter.

Weekly clinical staffing meetings involve both partners, characterized by honest communication. Consumer satisfaction survey responses are reviewed at quarterly Quality Improvement Circles, involving both partners.

Lutheran Child and Family Services of Illinois
CEO: Gene Svebakken
7620 Madison
River Forest, IL 60305
708-771-7180

Lutheran Family and Children's Services of Missouri

Get Real Media Campaign Supports Pregnant Youth

Through the combined efforts of Lutheran Family and Children's Services of Missouri (LFCS), The Lutheran Church-Missouri Synod World Relief and Human Care (LCMS) and the St. Louis Z107.7 radio station the *Get Real With Yourself* program was developed to offer free counseling, education and support to young people experiencing a pregnancy. It provides education about the challenges of parenting, resources for meeting those needs, facts about adoption, counseling and support during pregnancy and into the future. Target audiences are reached through radio advertising on a popular youth station, advertising in community and college newspapers, movie theater advertising focused on peak youth attendance times, a hip web site www.getrealwithyourself.com and community outreach to schools, clinics and shelters.

The partners jointly obtained funding from a private foundation. *Get Real With Yourself* is administered by a committee composed of staff from LCMS WRHC, the LCMS Communications Dept., LFCS, Z107.7 marketing and an LCMS congregational representative. Partners meet monthly to assign tasks, implement the project plan and evaluate its effectiveness. Partners value complete transparency in their collaboration by sharing in all decision making and fund management. They are accountable to each other organization's board, the private funding foundation and all future partners.

The program was set up to be replicated for expansion into other target markets. LFCS is currently expanding *Get Real With Yourself* into three other LFCS' Missouri regions – Columbia, Springfield and Cape Girardeau. They have received endorsement from the LSA Lutheran Adoption Network and are seeking other partner agencies.

Lutheran Family and Children's Services of Missouri
CEO: Alan M. Erdman
8631 Delmar Blvd.
St. Louis, MO 63124
314-787-5100

Lutheran Episcopal Services in Mississippi

Katrina Family Congregational Sponsorship Program

Survivors of Hurricane Katrina will never be the same – and neither will the thousands of U.S. citizens who provided emergency services, money and their own labor to help sustain and rebuild devastated families. As an agency which provides case management to Katrina survivors, Lutheran Episcopal Services in Mississippi (LESM) has developed an approach to case management which builds congregational relationships, (sponsorships) with Katrina survivor families. These sponsorships are vehicles for congregational members to become personally acquainted with a Katrina survivor family - getting to know the impact of Katrina on their lives, and the aspirations and needs of family members. Congregations expand the resources that case managers at LESM are able to provide.

The congregational sponsorships are “triple wins,” for LESM, for the congregations and for evacuee families. For LESM, they extend the services provided to a survivor family beyond what is financially feasible for an organization. For survivor families it provides personal support, financial resources (as established by the church) and access to educational, employment and other community resources. For the congregations, sponsorship broadens awareness of the needs of others in the community and provides a concrete and personal means of implementing the mission of the church. For all, it builds relationships, permanently enriching lives.

The Outreach Coordinator initially clarifies guidelines and expectations of all parties, and monitors progress through regularly scheduled meetings with the survivor head of household, the LESM case manager and the congregational outreach committee.

Lutheran Episcopal Services in Mississippi
Interim Director: Michael A. Huseth
775 North President Street
Jackson, MS 39202
601-352-7125

Lutheran Child and Family Services of Illinois and Lutheran Social Services of Illinois

Partnership Equips Congregations for Crisis and Disaster

“God’s Care in Times of Crisis” facilitates workshops to leadership teams in Lutheran congregations. The workshops strive to anticipate the needs that crisis and disaster will create, develop a plan, and a support system, so that congregations can provide support from a perspective of faith and hope in an effort to minimize pain and suffering.

“God’s Care in Times of Crisis” is a collaboration of Lutheran Social Services of Illinois and Lutheran Child and Family Services of Illinois with rings of collaboration extending to Lutheran Family and Children’s Services of Missouri and Lutheran Services in Iowa, which helped to organize a Midwest train-the-trainer event. Lutheran Disaster Response provides funding and technical assistance (Rick Armstrong and Ann Eissfeldt).

The workshops have created: measurable value in congregations; and received positive encouragement for ongoing training. There are currently 38 trained leaders, representing 24 congregations. The four events have been rated highly in value by congregations (4.54 on a 5 point scale). The most frequent evaluation comment was “this training should be more widely available.”

The partners have a proven, trusting relationship for ongoing collaboration and selected a workshop tool that has a history of success. Each contributes from its respective strengths in clinical services and church and volunteer relations to achieve the best product. At the outset of the collaborative, the partners developed a plan identifying goals and roles, and each partner relies on commitment to uphold the plan.

Lutheran Child and Family Services
CEO: Gene Svebakken
7620 Madison
River Forest, IL 60305 and
708-771-7180

Lutheran Social Services of Illinois
CEO: Frederick Aigner
1001 East Touhy, Suite 50
Des Plaines, IL 60018
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Lutheran Community Services

FISH Grocery Club – Fellowship in Serving Hungry

Lutheran Community Services (LCS) played a pivotal role in organizing a collaboration to expand and improve food ministry to low income folks in and around Newark, Delaware. The “FISH” food program (an acronym for “Fellowship in Serving the Hungry”) was named by passionate student volunteers from the Lutheran Student Association (“LSA”) at the University of Delaware. It is a grocery (or brown bag) club for the area’s low income individuals and families.

A grocery club is a monthly distribution of food to about 30 members. Students worked with LCS staff members to organize the club and secure funding. Members have a say in what is ordered and often volunteer to help students with distribution. Food usually includes canned goods, pasta, rice, frozen vegetables and meats. Members may also access financial literacy counseling and tutoring assistance for their children. Plans for 2007 call for a 50% increase in the FISH club and helping LCS start another club.

In addition to the Lutheran Student Association and LCS, other FISH partners are the Food Bank of Delaware, St. Paul’s Lutheran Church, which is the distribution site, Thrivent Financial for Lutherans Leadership Grant to run the program for two years, YWCA and Lutheran Campus Ministry. The Thrivent Leadership Grant taught student leaders strategies to maintain interest and obtain ongoing funding. The 2007 program will be funded by ELCA.

Accountability – Management of the program has created a communications culture where each member of the collaboration knows and enthusiastically performs its roles.

Lutheran Community Services
CEO: Deaconess Jean Warren
1304 N. Rodney St.
Wilmington, DE 19806
302-654 8886

Lutheran Community Services Northwest

Transformed Congregational Property Services Community as Multi-Faceted Village Center

In 1999, the Mission Investment Loan Fund of the ELCA asked Lutheran Community Services Northwest if it would develop four acres near a major airport in SeaTac, Washington. The agency’s executive offices had been located in the basement of a congregation on the site for 30 years. The agency turned to the community to determine how this property could be transformed to meet its needs. The multi-faceted Village at Angle Lake resulted thanks to the combined efforts of:

- * Financial and volunteer support from 14 congregations toward an \$8M capital campaign.
- * Active advocacy by city council members, local legislators and Sea Tac’s congressional delegation resulted in \$1.5 million.
- * LCS’ sister Lutheran agency LATCH developed and now manages 80 units of affordable senior housing on one-half of the property.
- * A task force from the hospitality and airline-related industries asked LCS to include a child care center for their workers that would be open seven days a week from 6 a.m. to 11 p.m. A state of the art childcare center operated by Easter Seals now occupies the first floor of the three-story Community Services Building.
- * With no medical facility in the City of SeaTac, the nonprofit Community Health Centers of King County asked to lease the second floor to provide health care to low-income families.
- * Lutheran Community Services Northwest extended many of its regional services to this underserved community in addition to a new Family Support Center. Some of these services at the Village include refugee and immigration services, multicultural counseling, home care, and foster care.

Lutheran Community Services Northwest
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Sea Tac, WA 98188
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